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Universal Orlando Resort™ Team Member Newsletter

January 9 - 22, 2017

UNIVERSAL ORLANDO RESORT

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... with a Little Help from Our Friends

Team Members across our resort worked together this holiday season to ensure an amazing holiday experience for our guests. XTRAS and Red Shirt joined our onstage team to help ensure quality service throughout the busy period and an all-new XTRAS Plus program was introduced to provide even more proactive attention to our guests!

Check out page 2 of this issue for a special message from Bill Davis, President & COO, about the peak season and what's to come at Universal Orlando Resort™.

PRODUCED BY UNIVERSAL ORLANDO RESORT™ TEAM MEMBER COMMUNICATIONS

What's New

NEW YEAR, NEW SHOWS

IMPACT WRESTLING Has Returned!

IMPACT WRESTLING is filming the most adrenaline pumping pro wrestling show on television in Soundstage 19 through January 12. Be part of the LIVE audience and see up close the most phenomenal professional wrestling athletes, including: Jeff Hardy, Matt Hardy, Ethan Carter III (EC3), Bobby Lashley, Drew Galloway, James Storm, The Miracle Mike Bennett, Moose, and female wrestlers Gail Kim, Maria Kanellis Bennett, Brandi Rhodes and many more.

January 10, 11 & 12
6:00pm Tape Time

IMPACT WRESTLING airs every Thursday night at 8:00pm EST on Pop TV Network.

NOTE: Team Members and their guests without park admission should arrive one hour prior to tape time at the Blue Man Group courtyard. Team Members must be in "plain clothes;" wardrobe is not permitted.

IMPACT WRESTLING events are non-ticketed as seating is based on a first-come first-served basis.

Velvet Unplugged: Tyler Hilton & Kate Voegele

Singer, songwriters, and actors Tyler Hilton and Kate Voegele are set to give an acoustic-style performance at the next Velvet Unplugged.

Velvet Unplugged
FRIDAY, JANUARY 13
6:45pm (doors)
Hard Rock Hotel Velvet Bar & Lounge

For pricing and tickets, visit hardrockhotelorlando.com
Velvet Sessions is a 21 and older event.

UNIVERSAL

WILLIAM A. DAVIS
PRESIDENT & CHIEF OPERATING OFFICER
UNIVERSAL ORLANDO RESORT

Dear Fellow Team Members,

I wanted to take the opportunity to thank you for what has been another remarkable year for Universal Orlando. 2016 saw the grand opening of Skull Island: Reign of Kong, the roaring return of the Incredible Hulk Coaster, the debut of Loews Sapphire Falls Resort, and so much more. Whether you work on stage or back of house, please know that your focus on the guest experience has once again created memories our guests will treasure for a lifetime.

As you all know, after 39 years of operation, we also closed out 2016 with Wet 'n Wild's "Last Splash." Wet 'n Wild is an icon of the amusement industry that delivered unforgettable experiences to millions of guests. Even as we close this important chapter of our resort's history and say goodbye, we will always appreciate and remember everything that the Wet 'n Wild team contributed to our resort, to Central Florida, and the industry as a whole. Congratulations to Wet 'n Wild for an extraordinary run.

Now that the new year is upon us, we are ready to take it to the next level. This year, not only are we going to welcome Race Through New York Starring Jimmy Fallon, we're also going to be opening our third park, Universal's Volcano Bay! The only water theme park of its kind, Universal's Volcano Bay will enchant guests with its hassle-free array of both thrilling and tranquil water experiences. And as we bring these and other exciting new experiences online, we will continue to make enhancements to the guest experience to make it more seamless, personalized, and connected.

I hope you are as excited as I am about the potential and promise of 2017. I am certain that it will be another landmark year, driven by the passion and commitment we all share for making Universal moments our guests will never forget.

Again, thank you for being the best in the business and for all you do to make our resort an entertainment destination like no other.

All my best – and Happy 2017!

Bill

In the Spotlight

Expo, Panels, and Demonstrations Coming to A Celebration of Harry Potter™, January 27-29, 2017

This year's A Celebration of Harry Potter™ will give guests the opportunity to celebrate J.K. Rowling's Wizarding World with a variety of exclusive experiences and attend the largest Harry Potter™ Expo in event history, featuring more partners and immersive exhibits than ever before. Expo participants will include: Warner Bros. Studio Tour London, Harry Potter™: The Exhibition, Pottermore and Audible, MinaLima, Harry Potter™ and the Cursed Child, Scholastic, Google Daydream and Warner Bros. Home Entertainment.

Access to A Celebration of Harry Potter™ is included with regular theme park admission or with an annual or seasonal pass. Certain activities are first-come, first-served. Exclusive event vacation packages are also available for purchase and include special benefits and reserved sections for the panels and demonstrations.

HARRY POTTER™ EXPO

Universal Studios Florida™

The Harry Potter™ Expo will be open to guests throughout the weekend and include the following booths and exhibits that will give fans a deeper insight into the global phenomenon that is J.K. Rowling's Wizarding World.

- **Warner Bros. Studio Tour London** – The Making of Harry Potter™ - Guests will be able to see authentic props and the incredible behind-the-scenes talent that went into creating the Harry Potter™ film series.
- **Harry Potter™: The Exhibition – Sorting Hat Experience** - Are you a Gryffindor™ or a Slytherin™? A Hufflepuff™ or perhaps a Ravenclaw™? Guests will be able to be sorted into their Hogwarts™ house at this experience. Inside the expo, guests will also be treated to insider knowledge about the exhibitions tour before trying their hand at an exciting game of Quaffle Toss. Visitors will also be able to join their friends for a fun Quidditch-inspired photo opp.
- **MinaLima** - Guests will be able meet graphic designers Miraphora Mina and Eduardo Lima at the MinaLima expo booth as well as view various props and prints from the Harry Potter™ films and Fantastic Beasts and Where to Find Them™.
- **Pottermore and Audible** - All weekend, Pottermore and Audible will be inviting visitors to participate in Audible Recall - the ultimate audio challenge that decides who knows the wizarding world inside-out and who has a bad case of the wracksputs. Pottermore will also bring you the latest news and announcements directly from J.K. Rowling's Wizarding World.
- **Scholastic** - Guests will be able to test their knowledge of the Harry Potter™ books at the Trivia Challenge and will have the opportunity to sign the "Muggle Wall" and express what Harry Potter™ means to them. Fans will also be treated to a meet & greet and signing with Mary GrandPré, famed illustrator for the Harry Potter™ books.
- **Harry Potter™ and the Cursed Child** - Guests can get a glimpse into the world of Harry Potter™ and the Cursed Child and see images from the award-winning West End production.
- **Google Daydream VR Experience** – Fantastic Beasts and Where to Find Them™ - With Daydream View, Google's newly launched virtual reality headset, guests can experience the magic of Fantastic Beasts and Where to Find Them™ in VR. Wave a wand (via a Daydream controller) to solve puzzles and meet a few of the beasts in Newt's case.
- **Warner Bros. Interactive Entertainment** - Guests will be able to experience the Wizarding World in LEGO Dimensions and explore the worlds of Harry Potter™, Fantastic Beasts and be the first to play as Hermione Granger™.

A CELEBRATION OF HARRY POTTER™ PANELS AND DEMONSTRATIONS

Universal's Islands of Adventure™ and Universal Studios Florida™

Demonstrations and Q&A sessions will feature Harry Potter™ film and creative talent, with special panels and demonstrations for kids as well. Admission into panels and demonstrations will be granted on a first-come, first-served basis. Additional panel details as well as specific times and locations will be released at a later date.

- **Behind-the-Scenes: Harry Potter™ Film Talent Discussion** - Enjoy a fascinating and interactive Q&A session featuring some of your favorite actors from the Harry Potter™ films including Warwick Davis, Mathew Lewis and more. Discover what it was like to work on the most successful film franchise in history.
- **Warner Bros. Studio Tour London – Creating Creatures for the Harry Potter™ Films with Nick Dudman and Warwick Davis** - Join award-winning special make-up effects artist Nick Dudman and discover how creature effects were brought to life in the Harry Potter™ film series. Warner Bros. Studio Tour London presents this exclusive panel with Dudman and Warwick Davis, who portrayed Professor Flitwick and Griphook on-screen. Learn about the incredible skill that went into producing iconic creatures such as Aragog, Buckbeak and the Gringotts™ Goblins, plus see some authentic models from the Harry Potter™ film series.
- **Learn Wand Combat Skills with Paul Harris** - This interactive panel will offer you the chance to pick up your wand and take part in a live dueling masterclass, hosted by Warner Bros. Studio Tour London and featuring the world's only Wand Combat Chorographer, Paul Harris. *(Kids panel will also be offered for guests ages 12 and under)*
- **Stories from Harry Potter™: The Exhibition** - Harry Potter™: The Exhibition has the unique privilege of bringing a selection of some of the best known authentic props used to create the entire film series to fans in cities close to home. Each and every real element on display within the exhibition has a story. Eddie Newquist, creator of the exhibition, will be joined by Pierre Bohanna, head prop-maker from the films, to tell stories of how these props and costumes were selected for the exhibition and about their histories.
- **MinaLima** - Miraphora Mina and Eduardo Lima, from the graphic design studio MinaLima, will share insights into their role as graphic prop designers, and how their paths crossed at the WB film studios in London while working for 10 years on the Harry Potter™ movies, and more recently on Fantastic Beasts and Where to Find Them™. They will show some of the iconic props they created from both franchises, such as The Marauder's Map, the Daily Prophet, The New York Ghost, MACUSA Wand Permit, and more. Additionally, they will discuss their involvement in The Wizarding World of Harry Potter™ - Diagon Alley™.

WHAT'S THE BRIGHT IDEA?

Have an Idea for *Productivity Plus*? We May Already Be Working On It!

It is part of Universal Orlando's mission to provide an environment where Team Members are proud to work – and one of the key ways we achieve that important part of our mission is by listening to the suggestions of our Team Members, whether they be ideas for ways to cut costs, enhance revenue, or increase guest and Team Member satisfaction.

Productivity Plus is UO's official suggestion program, and a valuable communication tool for Team Members year round. Here are a few pointers to get the most out of your ideas:

- Since *Productivity Plus* is a paperless system, we respond to your suggestions – and reward winning ideas – online. After you submit a suggestion, you can simply look up responses by entering your Team Member ID.
- We encourage you to check out the Frequently Asked Questions before submitting your idea to see if we already have an answer for your suggestion. This could save you a lot of time!
- If you have a suggestion within your area, you should go to your manager or supervisor first. They may be able to offer you an immediate response.
- For green-related ideas, please check the green SharePoint site on myUO for a list of Frequently Asked Questions before you submit your idea.

PRODUCTIVITY plus

Do You Have a Suggestion on How We Can Improve Business at UO?

Communications Stations are located in Wardrobe, IOAsis, Baclot Bistro, the Break-Away Café, Exchange Drive, NPS Wardrobe, and Team Member Services. The system is also accessible via myUO/SharePoint.

Submit your suggestion today!

Making an Impact

GIVING TO SERVE

Volunteer Vacation: Guests Serve While Visiting UO

For guests seeking thrills and adventure coupled with the desire to help others, Universal Orlando™ offers the perfect vacation package. Guests have the unique opportunity to volunteer with Give Kids The World Village, and experience the privilege of sharing joy with others during their Universal vacation.

Give Kids The World Village
is a non-profit resort for children with life-threatening illnesses and their families. At the village, these precious little ones and their families experience a memorable, joyful, week long, cost-free visit to Central Florida's attractions. In addition to guests experiencing this life-changing service opportunity, Universal Parks & Resorts Vacations donates $100 to **Give Kids the World** for every package purchased. Guests can book this experience by calling 855-275-4955.

Participate in the 33rd Annual Dr. Martin Luther King Jr. Parade

Diversity & Inclusion's African American Network is proud to celebrate Dr. King's legacy of peace and unity and invite you to join in this annual festive event! Team Members, family, and friends are all welcome to walk in this year's parade.

33rd Annual Dr. Martin Luther King Jr. Parade
Saturday, January 14 / 10:00am
Orange Avenue (Downtown Orlando)

Register to Participate Today!
Visit
UOTeam.com/ourdiverseuniverse
and select **'Event Sign Up.'**

Registered attendees will receive additional confirmation details via email closer to the event.

AAN Diversity & Inclusion

Submit Your Nomination for The President's Volunteer of the Year

Do you know somebody who has truly committed his or her time, energy, and heart all year long to giving back to our community? Nominate that Team Member for the 2016 President's Volunteer of the Year Award! The award winner will have the opportunity to designate $2,500 to the charity of his or her choice!

The nomination form is available on **UOTeam.com.** Nominees must currently be a Universal Orlando™ Team Member and nomination forms must be received by Bill Davis no later than **Tuesday, January 31.** Please forward your completed nomination forms to his attention in B-110. Please join Bill in helping recognize one of our incredible Team Members by nominating the person you feel most deserves to win the Universal Orlando™ President's Volunteer of the Year Award today!

Blue Man Group Hosts Second Annual Autism-Friendly Show

Blue Man Group at Universal Orlando and the world's leading autism science and advocacy organization, Autism Speaks, have teamed up to announce their second annual collaborative Blue Man Group performance on **Saturday, January 21 at 6:00pm.** The performance will be "sensory-friendly," creating a safe and welcoming environment for individuals and families affected by autism.

Slight modifications will be made to the show, including reducing sound and light levels at various moments during the performance and making headphones available upon request. The Blue Men will limit the amount of direct audience interaction and keep their approach to the audience more subdued. Blue Man Group will also create calming environments in the theater's lobby for families seeking a break from the excitement.

Tickets for children and adults are priced at $34 (plus applicable fees). The Autism Speaks performance at Universal Orlando Resort is part of a national partnership between Blue Man Group and Autism Speaks, in which Blue Man Group pledges to give a minimum donation of $25,000 to the cause as well as host autism-friendly shows suitable for families in Boston, Chicago, Las Vegas, New York City and Orlando.

Marketing & Sales Shares Tons of Holiday Care

Each holiday season, the Marketing & Sales team lives the values of Fun, Teamwork, and Respect by giving back to the community in a unique way. This year, they formed nineteen different inter-departmental teams and collaborated with Second Harvest Food Bank for a holiday themed "can-struction" project.

Each team was tasked with building a holiday themed sculpture out of non-perishable food items. "The groups got very creative", said Sr. Director of Sales, Dan Donovan, who is also a TSAT Action Group leader. "We had trees, snowmen, fireplaces, an igloo, and several other unique sculptures" said Dan. The leadership from Second Harvest toured our work areas and were very impressed with our positive energy, ingenuity and generosity." When all of the food was boxed up and delivered, the donation weighed over 8,000 pounds – over four tons of food donated to Second Harvest Food Bank to feed our community!

For Your Benefit

Cancelling an Appointment at TeamCare

Need to cancel your scheduled appointment at TeamCare?
Universal Orlando™ is proud to be able to offer medical and pharmacy services provided by Florida Hospital Medical Group (FHMG) and Walgreens located at TeamCare. As our workforce grows, the number of patients that are seeking care from FHMG continues to grow as well, at times making it difficult to see all patients that have requested medical services.

As a courtesy to all fellow Team Members, if you cannot keep an appointment, please call FHMG and advise that you need to cancel your appointment at least two hours ahead of your scheduled appointment time. By doing so, this will allow us to offer that appointment time to another Team Member. Thank you for your cooperation!

TeamCare ▪ (407) 224 – CARE (2273)

Healthy Week Starts Today!

Universal Orlando™ wants you to Get Healthy! The *Get Healthy!* Team Member Wellness Program is designed to empower Team Members to engage in a healthier lifestyle. Kick off the new year right and particiate in Healthy Week! Take the opportunity to learn more about your health and wellness.

CALENDAR OF EVENTS ▪ JANUARY 9 - 13

What is EAP and How Can it Help You Manage Stress?
Learn the many ways EAP can help you manage your stress!
Monday, January 9 / 2:00pm - 5:00pm / Wardrobe Hallway

Healthy Cooking Class*
UO's very own Chef Eric Creamer will cook healthy, delightful dishes that will help you meet your health goals. Samples and recipe cards will be available.
Tuesday, January 10 / 5:30pm - 6:30pm / HR Bldg. (B-111)
**Registration required. Email health.coach@universalorlando.com to sign up.*

The Right Amount of Sleep
Most of us know that getting a good night's sleep is important, but too few of us actually make those eight or so hours between the sheets a priority. Learn the big picture and how to get the sleep you need. Complete a 30 second sleep survey and receive a prize!
Wednesday, January 11 / 9:00am - 12:00pm / Wardrobe Hallway

"Boot Camp" Exercise Class
Group exercise can be fun, join in! Free smoothie bottle available to all attendees.
Wednesday, January 11 / 5:30pm / Meet at the Backlot Bistro

Financial Fitness
Finances can be stressful. Pick up a financial fitness packet on ways to save on medical and pharmaceutical costs, as well as tips to fine-tune your personal budget. Packets will be available to first 500 Team Members.

Mark Your Calendar: Biometric Screenings in January

Biometric screenings are coming soon! Biometric Screenings are a series of health tests designed to offer insight into your health status. Identifying your risks – coupled with coaching and appropriate referrals into health and wellness programs – help you take action to improve your health. Tests include weight & body mass index (BMI), blood pressure, blood cholesterol, blood glucose, and triglycerides. **The screening is FREE to all UO Team Members (regardless if you carry medical insurance with UO).**

Thursday, January 19 / 7:00am - 5:00pm / Exchange Drive
Monday, January 23 / 8:00am - 4:00pm / B-110 (3rd Floor)
Tuesday, January 24 - Friday, January 27 / 7:00am - 5:00pm daily / Wardrobe Bldg (Rehearsal Hall)

Registration for biometric screenings is required. Visit http://centracarecorporate.org/onsite/universal/ to sign up!

MAY WE ASSIST?

TeamCare Hours

Medical Care
Open Monday through Friday
7:00am-4:00pm
407-224-CARE
Appointments preferred/walk-ins welcome.

Walgreens Pharmacy at TeamCare
Open Monday through Friday
6:00am-6:00pm
www.walgreens.com

About UO's Adoption Assistance Program

Universal Orlando's Adoption Assistance Program provides financial assistance to Team Members adopting a child under 18 years of age. All full-time (regular) Team Members of Universal Orlando™ are eligible after completing a period of six full months of continuous employment as a regular Team Member with the Company.

For more details on the Adoption Assistance Program, please visit the Benefits Department in B-111.

UO Can Help with Tuition Reimbursement

Universal Orlando's Tuition Reimbursement Program is available to assist full-time (regular) Team Members in advancing their career and/or educational interest. Full-time Team Members who have completed six months of continuous service with the Company are eligible to participate within the established guidelines. Tuition, books, and laboratory fees will be reimbursed at 75%, up to a combined maximum of $700 per undergraduate course, and up to a maximum of $1000 per graduate course. A maximum of 8 courses per calendar year can be reimbursed providing a grade of "C" or higher is earned at the undergraduate level and a grade of "B" or higher is earned at the graduate level. **Stop by the Benefits Department in B-111 for additional information or call 407-363-8035.**

Around Our Universe

GOOD TIPS

Guidelines for Team Member Drop Off and Pick Up

When being dropped off or picked up for work, it's important that your friends and family follow designated drop off guidelines for the safety of our Team Members and guests alike. Your cooperation using only designated drop off areas is greatly appreciated and helps set the example for other Team Members and guests!

Drop Off/Pick Up at the *CityWalk Bus Loop*

When being dropped off or picked up at the CityWalk bus loop, use the designated area on the opposite side of the loop, behind the taxi stop. Due to entering the bus lane, which needs to remain free for arriving buses, yellow lines have been painted on the ground to visually indicate the area that is not a drop off/pick up zone.

Drop Off/Pick Up at the Main *Team Member Parking Lot/Gate 2*

When being dropped off at Gate 2, use the designated area in the turnaround circle in front of Gate 2, behind the Lynx bus stop. Please be advised that the roadway in front of the Human Resources building and the Lynx bus stop turnaround are not available for drop off or pick up.

When being picked up, if your driver arrives before you are expected to arrive at Gate 2, encourage them to park in the 15-minute parking area (located in front of the Lynx bus stop) as they wait.

Don't Let Valuable Items Get Thrown Away

GREEN is UNIVERSAL

Whenever you are thinking of getting rid of items at Universal Orlando™ that may have value, remember to give Purchasing a call at 407-224-6342 to see if the item(s) can be resold or reused before they are sent to the trash.

You can play a big part in not only keeping our costs low while possibly helping other departments get equipment or supplies they need, but also preventing waste from going to a landfill!

Now Hiring: Lifeguards at Volcano Bay™ Water Theme Park

Full-time and Part-time Opportunities Available and New Starting Pay up to $11.50/Hour

Dive right in and be a part of Universal's Volcano Bay™ Water Theme Park, an all-new, adventure-drenched water theme park like no other, filled with both thrills and relaxing indulgence. Lifeguards are provided paid certification and on-the-job training. To be considered for this exciting opportunity, interested Team Members must meet UO's internal transfer criteria available on UOTeam.com/yourcareer (select 'Interview/Audition Eligibility Form'). ***Note:*** Completion of 180 days of service in current role is waived for this new park opening.

Think you have what it takes to make our guests' vacation memorable?
Apply online today at **UOTeam.com/YourCareer**

Referring friends or family?
Direct them to apply online, anytime at **UniversalOrlandoJobs.com**

An Environmental Health & Safety Reminder

Universal Orlando™ holds Environmental, Occupational Health, & Safety (EHS) excellence as an important focus area. By creating a culture where EHS is an integral part of doing business, UO commits to:

- Comply with the spirit as well as the letter of applicable laws, regulations, and corporate EHS policy
- Establish EHS targets and initiatives and measure their progress
- Create an atmosphere where workplace hazards are minimized and safe behaviors are recognized as an integral part of the success of the EHS culture
- Routinely evaluate the facility and operations for Environmental, Occupational
- Health, & Safety improvements beyond regulatory requirements
- Provide the resources and training necessary to achieve a sustained level of EHS consciousness within Universal Orlando™
- Foster participation in the EHS organization at all levels of employment
- Strive to minimize the degree of environmental impacts of our operations consistent with appropriate EHS criteria
- Report our progress annually

Responsibilities

- Universal Orlando's management team is directly responsible for the safety and environmentally sound operation of Universal Orlando. This responsibility includes establishment and enforcement of rules and practices in accordance with Universal Orlando's EHS procedures to encourage safe operations, sound environmental practices, training of individuals in safe work practices, and assurance that supervised Team Members receive all required medical exams.
- Each Team Member is responsible for following established EHS procedures, using proper safety equipment, and promptly correcting or reporting unsafe acts or conditions. Such actions should result in prevention of accidents which could result in injury to themselves or co-workers or in destruction of Universal Orlando™ property or in environmental harm.

Management teams and Team Members will be evaluated and measured on their support of this policy.

Dial 4-INFO When You Have Guest Questions

When you need immediate assistance to assist a guest, there's a useful tool available to help. During park operating hours, Team Members can dial **4-INFO (4-4636)** from any on-property landline phone to speak with a Guest Services Coordinator.

The 4-INFO line is designed to provide an internal direct line to a Guest Services Coordinator without having to dial the Guest Services Lobby. Guest Services Coordinators can provide the most up-to-date information on topics like:

attraction downtimes • current wait times • weather reports
park hours • and other guest-related questions

Please note that the 4-INFO line should not be used for processing guest vouchers (call 4-4233 instead) or for Team Member-related questions such as Comp Pass information or wait times when visiting the park as a guest.

FOR OTHER IMPORTANT NUMBERS & HOURS

Find out contact information and operating hours for common Team Member services (such as the Comp Pass hotline), under **'References'** on **UOTeam.com.**

Team Members Only

Have You Visited U-Stop or U-Shop Lately?

Snacks • Cards • Beverages • Sandwiches • and More! **U-Stop**

When a quick bite or convenience item is all you need and a minute is all you have, U-Stop is the convenient place to go! It's located just inside the Wardrobe building, and the U-Stop team is continually working to improve the store's product selection to meet your needs. Recently, they've introduced a selection of gluten-free options with more on the way. They've also added a new roller grill, coffee machine, and much more. Plus, U-Stop is your place to score exclusive Team Member t-shirts to commemorate special events like Halloween Horror Nights™ or new attraction openings.

Located: Just Inside the Gate 2 Wardrobe Building Entrance
Expanded Hours! Open Daily 6:00am - 2 hours after last park closes

U-Shop Tees • Toys • Sandals • Seasonal Gifts • and More!

Did you know? U-Shop offers deep discounts on Universal Orlando™ merchandise – just for Team Members. The store is stocked with apparel, toys, seasonal items, and great gift options. The assortment of product options change often, so drop in to see what's new and stay tuned to UO News and UOTeam.com for special sales at U-Shop, when the low prices get even lower!

Located: Center of the Wardrobe Building
Hours: Tuesdays, Thursdays & Saturdays 10:00am - 7:00pm
Fridays - 7:00am - 4:00pm
Sundays & Mondays - Closed

As always, feel free to share your feedback on product assortment and your experience with any U-Stop or U-Shop Team Member - your opinions are valued and appreciated!

UOTMS
Universal Orlando® Resort Team Member Services

ACTIVITIES

Paintball Night

Bring out the natural PREDATOR in you! At Orlando Paintball, your natural primitive PREDATOR and PREY instincts come out. The more you play the more your survival skills, and reactions improve! Sign up in the UOTMS Room in B-111.

ORLANDO PAINTBALL

Paintball Night
Thursday, February 9
6:00pm / Orlando Paintball
$10 per person - 1 guest welcome

WHOLE30® Book Club

Start the New Year off right with the WHOLE30 Challenge. Whole30® is an original nutritional program designed to change your life in 30 days. Think of it as a short-term nutritional reset, designed to help you put an end to unhealthy cravings and habits, restore a healthy metabolism, heal your digestive tract, and balance your immune system. Books available in the Team Member Services Room in B-111 for $12.

WHOLE30® Book Club
Wednesday, February 8
6:00pm / B111 (Amity Conf Rm)

Wet 'n Wild 1-Day Garage Sale Coming Thursday, January 19

Mark your calendars for the upcoming 1-Day Garage Sale on **Thursday, January 19, from 10:00am to 3:00pm** at the Wet 'n Wild Offsite Warehouse. Everything must go at this cash-only sale, so huge discounts will be available at the sale for outdoor furniture items such as picnic tables, chairs, loungers, and more!

QUICK CUTS

Share Your Celebrations

- Congratulations to **Jeff Guilkey** from Merchandise and his wife, Randee on the birth of thier son, Luke Anthony on November 28.
- Congratulations to **Ashley Bright** and **Chad Perry** from Attractions Operations on their recent engagement.
- Congratulations to **Ashley Graffeo** and **Jacob Metts** from Marketing & Sales on their recent engagement.
- Congratulations to **Kenneth Blackwell** from Technical Services on his recent engagement to Christine Strecker.
- Congratulations to **Rodney King** from Merchandise and his wife Linda - the couple celebrate their 48th wedding anniversary on February 17.

Are you getting married, adopting, having a baby, or celebrating a wedding anniversary? We want to hear about it and share the news with the UO team!

Send your good news to communications@universalorlando.com. Be sure to include your Team Member ID number!

F.L.O.W. Bus Returns

Florida Licensing On Wheels (F.L.O.W.) stops by on **Friday, January 13** to offer its services to our Team Members – onsite! It's convenient way to renew or obtain a replacement driver license, change a name or address on a driver license, get an identification card, renew a vehicle registration, or purchase a specialty license plate.

Please keep in mind that UO family members are accepted as well!

FHP FLOW BUS - ONSITE
FRIDAY, JANUARY 13
10:00am – 2:00pm
Gate 2 Parking Lot

Reminder: Grill Menus are Online at UOTeam.com

To help ensure accurate and timely information, grill menus are available on **UOTeam.com** under **References.** Menus are updated on a weekly basis and can be accessed from anywhere there's an Internet connection, any time.

Know Before You Go!

Red Carpet Rates

What are Red Carpet Rates?

On-site Hotels at Universal Orlando™ offer eligible Team Members the following discounted hotel rates:

- **Universal's Cabana Bay Beach Resort** - $50 (plus tax) all room types
- **Loews Sapphire Falls Resort** - $50 (plus tax) standard room
- **Loews Royal Pacific Resort** - $75 (plus tax) standard room
- **Hard Rock Hotel** - $75 (plus tax) standard room / $100 (plus tax) deluxe room
- **Loews Portofino Bay Hotel** - $75 (plus tax) standard room / $100 (plus tax) deluxe room

What do I need to know about making a reservation?

- Reservations are made based upon room rate and availability and cannot be made more than 90 days prior to arrival.
- Block-out dates apply, and Saturday night stays are very limited.
- 5-day cancellation policy (one night rate plus tax) applies.
- At least one person staying in the room must be at least 21 years of age.
- You will be responsible for paying the regular price for parking for any vehicles in the hotel parking facilities each night of your stay.

How do I make a reservation?

It's easy to make a Red Carpet Rate Reservation - just visit UOTeam.com/savings and select the 'Red Carpet Rate' button. When making your reservation, a credit card must be supplied in order to secure the reservation. **Upon credit card approval, you will be provided with a reservation confirmation number.** A one-night room rate deposit will be charged. If you are staying two or more nights, the balance will be paid at the hotel upon arrival. DISCOUNT OFFER IS SUBJECT TO AVAILABILITY.

What's required after I complete my reservation prior to checking in?

After making your Red Carpet Rate reservation, you MUST pick up an Employment Verification Document and sign a Team Member Acknowledgement Letter. You'll need to stop by Team Member Services (UOTMS) in B-111 during operating hours, **1-7 days before check-in** with your reservation confirmation number. Upon check-in, the front desk clerk will ask for the Employment Verification Document and your Team Member Acknowledgement Letter. If these documents are not supplied, the reservation will be converted to the brochure rate.

Not staying at the hotel yourself? Choose Friends and Family Rates!

For Team Members not staying at the hotel, they may book up to two rooms at one time for their friends and family at rates up to 45% off seasonal rates. The Team Member must be present at the time of check-in to show a valid Universal Orlando Team Member ID. The Team Member does not need to be the registered guest and an Employment Verification Document is

• have 90 days of employment at Universal Orlando Resort™ • must be employed at the time of check-in

Red Carpet Rate Eligibility

Eligible Universal Orlando™ Team Members may only book one (1) room for themselves on a Red Carpet Rate and must stay in the room. Team Members may book three Red Carpet Stays per quarter, with each stay being for a maximum of 7 days. To be eligible for Red Carpet Rates, Team Members must:

- *be Regular (full-time) or Casual (part-time) to take advantage of these special rates. This program is not available to Seasonal Team Members or third party team members*
- *have 90 days of employment Universal Orlando™ and be actively employed at the time of check in*
- *pick up an Employment Verification Document and complete a Team Member Acknowledgement Letter at Team Member Services in B-111 after making your reservation*
- *present your valid Universal Orlando™ Team Member ID, the Employment Verification Document, and signed Team Member Acknowledgement Letter at check-in*
- *be the registered guest and stay at the hotel for the length of the reservation*
- *at least one person staying in the room must be at least 21 years of age*

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